Substitute for form 1449A-PTO		Application Number	10-602,707
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Filing Date	June 25, 2003
		First Named Inventor	Viren KAPADIA et al.
		Art Unit	3629
		Examiner Name	Gabrielle A. MCCORMICK
Sheet	1 of 2	Attorney Docket Number	52493.000311

U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5930764	07-27-1999	Melchione et al.	
		US- 6374241	04-16-2002	Lamburt et al.	
		US- 6662164	12-09-2003	Koppelman et al.	
		US- 7047206	05-16-2006	Schultze	
		US- 2002-0165728	11-07-2002	Buckenmayer	
		US- 2003-0204421	10-30-2003	Houle et al.	
		US- 2003-0229504	12-11-2003	Hollister	
		US- 2004-0143473	07-22-2004	Tivey et al.	
		US- 2004-0143476	07-22-2004	Kapadin et al.	
		US- 2004-0143483	07-22-2004	Tivey et al.	
		US- 2003-0028507	02-06-2003	Pauliks et al.	
		US- 2002-0035504	03-21-2002	Dver et al.	
		US- 20020026334	02-28-2002	IGOE	
		US- 20020133383	09-19-2002	Chao	
		US- 20020147618	10-10-2002	Mezrah	
		US- 20030208384	11-6-2003	Nelson	
		US- 20040225535	11-11-2004	Bond	
		US- 20060206362	09-14-2006	Rudy	
		US-			
		US-			
		US-			
		US-			
		US-			

EXAMINER SIGNATURE		DATE CONSIDERED	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /G.M/

Substitute for form 1449-PTO		Application Number	10-602,707
INFORMATION DISCLOSURE STATEMENT BY APPLICANT *(use as many sheets as necessary)*		Filing Date	June 25, 2003
		First Named Inventor	Viren KAPADIA et al.
		Art Unit	3629
		Examiner Name	Gabrielle A. MCCORMICK
Sheet	**2 of 2**	Attorney Docket Number	52493.000311

OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and-or country where published	TRANSLATION	
			YES	NO
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http:--web.archive.org-web-20010806083606-leadtrack.com-screen-customer.html; http:--web.archive.org-web-20011117000929-www.leadtrack.com-sysrequire.html; http:--web.archive.org-web-20010806085400-leadtrack.com-screen-desktop.html; http:--web.archive.org-web-20010806080042-leadtrack.comfappfeatures.html; http:--web.archive.org-web-20010801185319-leadtrack.com-features.html; http:--web.archive.org-web-20010811025743-leadtrack.com-reports-terr.gif.)	☐	☐
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http:--web.archive.org-web-20010811024757-leadtrack.com-reports-overdue.gif)	☐	☐
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 (http:--web.archive.org-web-2001 0801185659f1eadtrack.com-faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 (http:--web.archive.org-web-20011205051744-www.leadtrack.com-features.html and http:--web.archive .org-web-20011224094912-www.leadtrack.com-screen-customer.html)	☐	☐
		www.netlingo.com-lookup.cfm?term=synchronization	☐	☐
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	☐	☐
			☐	☐
			☐	☐
			☐	☐

EXAMINER SIGNATURE	/Gabrielle Mccormick/	DATE CONSIDERED	01/13/2009

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /G.M./